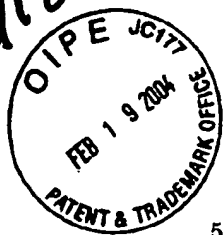


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TITLE OF THE INVENTION

REMOTE MAINTENANCE SYSTEM

BACKGROUND OF THE INVENTION

(1) Field of the Invention

The present invention relates to a remote maintenance system that makes an automatic failure diagnosis of electrical appliances for family use using a communication line, and transmits failure information to a service management center.

(2) Description of the Prior Art

A conventional remote maintenance system that detects malfunction of an electrical appliance located in each house quickly and correctly, and automatically reports it to a service center which provides maintenance services of the electrical appliance has been developed. In this type of remote maintenance system, a home server is located in each house under a maintenance contract of the electrical appliance with the service center, and the home server is connected to a center server which is located in the service center via a communication network. Each electrical appliance includes a monitor circuit for monitoring an internal state of itself, and reports the monitored internal state to the home server connected to the appliance via a LAN (Local Area Network) or the like. The home server sends the internal state reported by each electrical appliance to the center server via the communication line or the like. The center server holds per model of the appliance a failure decision model (hereinafter referred to as "a failure model") that is data indicating a reference value of normal operation in each part of the appliance, and decides whether the difference between each status value indicating the internal state of the applicable model received from the home server and the reference value indicated in the failure model is within a range of normal operation or not. As a